

MISSISSIPPI

2008

State of Mississippi
Department of Information
Technology Services
Annual Report

ITS *Mississippi Department of
Information Technology Services*

This page is intentionally left blank.

ITS 2008 ANNUAL REPORT

Contents

Introduction.....	1
ITS Vision	2
ITS Mission Statement	2
ITS Core Beliefs	2
Organizational Chart	3
Strategic Master Plan Activities	4
Data Services (DS).....	4
Education Services (ES)	5
Information Systems Services (ISS)	6
Strategic Services (SS)	9
Telecommunications Services (TS).....	10
Mississippi.gov.....	11
Summary Statistics	12
Data Services (DS).....	12
Education Services (ES)	12
Information Systems Services (ISS)	12
Strategic Services (SS)	13
Telecommunications Services (TS).....	13
Mississippi.gov.....	14
Organizations, Councils, Services, and Committees	15
Travel	19
2008 Board Meeting Expenses	19
2008 In-State Travel	19
2008 Out-of-State Travel.....	21

This page is intentionally left blank.

ITS 2008 ANNUAL REPORT

Introduction

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of policy and future direction and for providing the computing and telecommunications infrastructure for all information systems technologies within state government. Charges for services to various customer agencies, institutions, and governing authorities fund ITS' activities. These charges are established through an annual federal cost allocation plan.

ITS is composed of five service areas, an internal services division, and a governing board (see Organizational Chart on Page 3). The ITS Board is made up of two distinct components. There are five lay members who are appointed by the Governor and confirmed by the Senate. They serve five-year, staggered terms. The two nonvoting legislative advisors represent each house and are appointed by the Lieutenant Governor and the Speaker of the House.

This report reflects the continuing evolution of ITS' mission and the activities conducted by this organization for the Fiscal Year 2008 (July 2007 - June 2008).

ITS 2008 ANNUAL REPORT

ITS Vision

ITS is the catalyst for effective planning, deployment, and operation of innovative information technologies for Mississippi State Government. ITS forms dynamic partnerships with our customers and the private sector to optimize the use of available resources for enhanced delivery of government services.

ITS Mission Statement

The Mississippi Department of Information Technology Services (ITS) provides statewide leadership and services that facilitate cost-effective information processing and telecommunications solutions for agencies and institutions.

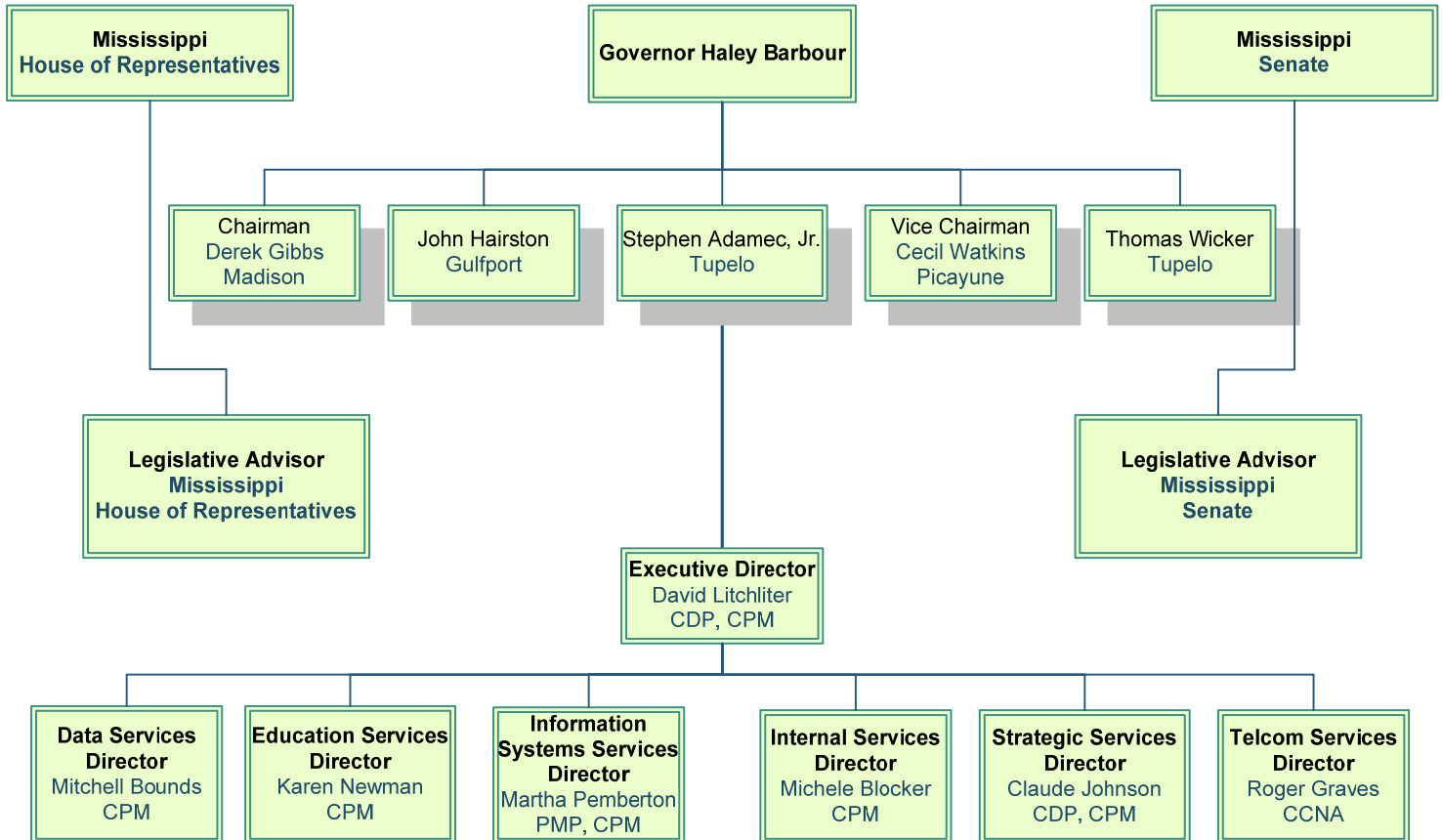
We strive to be:

- ❖ Service Oriented - Partnering with our customers to use information technology to achieve their business goals
- ❖ Technology Leaders - Working with agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines
- ❖ Facilitators - Communicating effectively with customers, on both an executive and technical level, to identify potential opportunities for information technology in the state
- ❖ Resource Providers - Providing the infrastructure resources to support information technology

ITS Core Beliefs

- ❖ We believe in utilizing collaborative partnerships with customers and vendors to promote an environment of continuous improvement of government services.
- ❖ We believe we must communicate openly and honestly with our customers, vendors, and peers.
- ❖ We believe we must understand and contribute to the achievement of the ITS vision.
- ❖ We believe that the employees of ITS are our greatest assets and must be empowered to make well-informed decisions.
- ❖ We believe we must provide high quality service that meets or exceeds our customers' expectations.

Organizational Chart



Strategic Master Plan Activities

Each year, ITS publishes the *State of Mississippi Strategic Master Plan for Information Technology* and the *State of Mississippi Technology Infrastructure and Architecture Plan*. Both documents are used by various state entities to assist in planning future technology endeavors. The *Master Plan* outlines technology initiatives and the three-year direction for the State, and the *Infrastructure and Architecture Plan*, from an enterprise technology asset perspective, outlines similar initiatives in a two-year timeframe. The following Fiscal Year 2008 divisional accomplishments, in combination with those plans, empower ITS to better serve state agencies, institutions, and governing authorities.

Data Services (DS)

- ❖ Upgraded physical security system including card access and cameras
- ❖ Worked with the Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management for the development of a new State Data Center
- ❖ Tested disaster recovery plan at IBM Business Recovery Services Center including mainframe and open systems areas
- ❖ Upgraded open systems storage on the Storage Area Network (SAN)
- ❖ Added new Network Attached Storage appliance (NAS)
- ❖ Added 2 additional high capacity tape drives
- ❖ Upgraded enterprise document/content management software
- ❖ Upgraded portal infrastructure hardware
- ❖ Expanded Personal Information Management (PIM) support for email
- ❖ Enhanced virtualization software and blade technology to consolidate hardware and software in the Microsoft Windows and Linux applications hosting environment
- ❖ Continued implementation of Information Technology Infrastructure Library (ITIL) best practices in conjunction with implementation of CA-Service Desk
- ❖ Upgraded both mainframe systems to Z9 systems with more capacity
- ❖ Added 2 zIIP , 1 zAAP, and 1 IFL specialty engines to the mainframes
- ❖ Upgraded virtualization for Z/VM and Linux on the mainframe
- ❖ Implemented application serving environment on the mainframe
- ❖ Implemented IBM Portal and Process Server on the mainframe

ITS 2008 ANNUAL REPORT

Education Services (ES)

- ❖ Trained 1,640 state employees in various areas of information technology
- ❖ Added 35 courses to the Institute curriculum to keep pace with changing technology, including:
 - ◆ Office 2007
 - ◆ Adobe Acrobat 8.0
 - ◆ Citrix Presentation Server
 - ◆ A + Essentials Certification
 - ◆ A+ IT Technician Certification
 - ◆ Forensics
 - ◆ Illustrator
 - ◆ Oracle
 - ◆ Cisco
 - ◆ SQL
 - ◆ MS Visual Studio 2005
 - ◆ MS Exchange Server 2007
 - ◆ MS Office SharePoint Server 2007
 - ◆ Windows Vista
 - ◆ Project Management
 - ◆ Solaris
 - ◆ z/VM and SuSE Linux

ITS 2008 ANNUAL REPORT

Information Systems Services (ISS)

- ❖ Provided the state with technology consultants possessing technical and project management skills to assist agencies and institutions in information technology projects
- ❖ Filled key roles in multiple innovative and mission critical technology projects for state government. Examples include:
 - ◆ Procurement liaison roles for the Department of Health (MDH), Department of Human Services (MDHS), Mississippi Management and Reporting Systems (MMRS), and Department of Transportation (MDOT)
 - ◆ Contract management and executive management of MSWIN project for the Mississippi Wireless Communication Commission
 - ◆ Procurement of a maintenance management system for the Department of Transportation
 - ◆ Procurement of a victim notification system for the Department of Corrections
 - ◆ Procurement of a prescription monitoring system for the Board of Pharmacy
 - ◆ Procurement of mainframe upgrades and negotiation of associated software contracts for the State Data Center at ITS
 - ◆ Management of the continued deployment and expansion of the state's enterprise content management solution
 - ◆ Procurement and other support for cabling, telecommunications equipment, and computer equipment for multiple construction projects under the coordination of the Department of Finance and Administration's (DFA) Bureau of Building, Grounds, and Real Property Management
 - ◆ Key project roles for the Department of Employment Security (MDES) Unemployment Insurance Modernization Project
 - ◆ Project management for Supreme Court's pilot of federal Case Management/E-Filing system
- ❖ Developed web enabled applications to encompass three primary environments: Microsoft, JAVA, and Lotus Notes. Examples include: License renewal applications for the Board of Social Workers and Marriage & Family Therapists, Board of Professional Engineers and Land Surveyors, and Department of Health; Licensing applications for Department of Banking and Consumer Finance Mortgage Lenders and Board of Medical Licensure; Banking and Consumer Finance Banking Examination application; Banking and Consumer Finance FDIC Reporting application; Board of Accountancy CPA candidate application; Department of Education school accreditation application; and Department of Public Safety sex offender registry
- ❖ Developed the following websites: Mississippi Pandemic Flu, Statewide Performance Review for PEER; Redesigned the following websites: Real Estate Commission, Mississippi Appraisal Board, Mississippi Home Inspector Board, Board of Architecture, and ITS

ITS 2008 ANNUAL REPORT

- ❖ Provided primary Local Area Network (LAN) and desktop support for ITS, and for customer agencies on request, including Real Estate Commission, Banking and Consumer Finance, Board of Architecture, Pharmacy Board, and Indigent Appeals
- ❖ Deployed multiple Express Products Lists (EPLs) electronically in interactive, searchable, configurable versions
- ❖ Initiated a pilot program to house EPL data on manufacturer websites
- ❖ Posted procurement documents and complete procurement status information on the ITS website
- ❖ Responded effectively to seasonal fluctuations in the number of procurement requests through increased customer communications, follow-up, and the utilization of a specialized work team to process high volume routine requests
- ❖ Developed and implemented E-Rate eligible procurement instruments for all applicable technology categories
- ❖ Staffed a full-time help desk to respond to customer and vendor questions on the procurement process
- ❖ Produced multi-use procurement instruments, designed to eliminate the need to prepare customized specifications and conduct a separate advertisement and proposal process for the majority of routine technology acquisitions, with associated savings of time and money for both customers and technology vendors.
 - ◆ Express Products Lists (EPLs) - The EPLs are published awards to multiple vendors compiled from evaluating responses received to Request for Proposals (RFPs) for such “commodity” items as microcomputers and peripherals, inside cabling materials and services, and basic LAN components. ISS also works with major software companies to negotiate license agreements that meet procurement requirements and provide access to best pricing by leveraging the total purchase volume for the state. EPLs meet all statutory requirements for legal purchases of technology products by public entities in the State of Mississippi. Each EPL has a designated maximum dollar amount for which ITS customers can make purchases without further involvement from ITS. In addition, through the Planned Purchases Procedure, agencies and other entities that have submitted well-prepared technology plans can be authorized to make purchases from the EPLs up to the limit of the budget dollars specified in their plans.
 - EPLs published in FY08:
 - Microcomputers (desktop, notebook and tablet personal computers, laser and inkjet printers, electronic whiteboards, projectors, and monitors)
 - Apple computer products
 - Pager equipment and services
 - 2-way radios
 - LAN (Servers, backup storage, UPS, racks, switches, bundled wireless solutions, wireless LAN components, thin clients)
 - Microsoft Select Agreements: Academic and Government
 - Bar code
 - Software: Adobe, Citrix, CA, IBM Lotus, Novell, McAfee, etc.
 - Software curriculum

ITS 2008 ANNUAL REPORT

- Video conferencing equipment
 - E-911 PSAP equipment
 - Cabling materials and labor
 - ESRI
 - MapInfo
 - Intergraph
 - GIS Hardware
- ◆ General and Special RFPs - General RFPs are issued for frequently-needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. (Examples are specific categories of microcomputer equipment, peripherals and software, and information systems consulting services.) Special RFPs are multi-use RFPs developed for a particular customer base.

General RFPs for FY08:

- Inside/Outside cabling
- Telephone equipment
- Computer hardware and software
- IT consulting services
- Cabling materials
- Wireless consulting services (New for FY08)

Special RFPs for FY08:

- NCIC compliant products
- Network security audit services
- Data/Video network services: interLATA, intraLATA, frame relay, Internet, dial-up Internet, router acquisition and services, and video bridging
- State calling card
- Telephone services: Conference calling

ITS 2008 ANNUAL REPORT

Strategic Services (SS)

- ❖ Assisted agency and institution IT directors in planning and pre-procurement functions
- ❖ Enhanced the Online Planning Entry System, and provided training, as needed, to state agency planning contacts
- ❖ Coordinated efforts to plan the growth and enhancement of the statewide computing and telecommunications infrastructure resulting in the *State of Mississippi Technology Infrastructure and Architecture Plan*
- ❖ Coordinated strategic planning efforts of state agencies resulting in the *State of Mississippi Strategic Master Plan for Information Technology*
- ❖ Addressed emerging technology initiatives in many areas including:
 - ◆ Health Information Technology/Health Information Exchange
 - ◆ Geographic Information Systems (GIS)
 - ◆ Information Technology Infrastructure Library (ITIL)
 - ◆ Information Security
 - ◆ Green IT Initiatives
 - ◆ Server Consolidation and Virtualization
 - ◆ Software as a Service (SaaS)
 - ◆ Service-Oriented Architecture (SOA)
- ❖ Coordinated research efforts focused on documenting real-world benefits of an Enterprise Architecture, a Project Management Office, and the use of a Portfolio Approach to IT Planning
- ❖ Researched issues regarding IT Governance for statewide technology initiatives
- ❖ Managed the ongoing maintenance of the ITS Business Continuity Plan (BCP)
- ❖ Managed the implementation of an ITIL compliant, centrally managed technical service desk
- ❖ Served as technical support staff for the Remote Sensing and GIS Coordinating Council, as well as the Health Information Infrastructure Task Force
- ❖ Developed, published, and disseminated the ITS Newsletter on a quarterly basis
- ❖ Coordinated requests for technology grants to benefit strategic objectives implementing enterprise technology initiatives
- ❖ Coordinated and managed the E-Rate application process for ITS, as well as the statewide consortia
- ❖ Managed agency-wide content management effort
- ❖ Managed the Mississippi.gov Help Desk (e-mail and phone) to ensure the highest possible quality of service for users of the state portal and related applications

ITS 2008 ANNUAL REPORT

Telecommunications Services (TS)

- ❖ Managed the state's voice and data communications infrastructure, serving agencies in the Capitol Complex and across the state with reliable communications services
- ❖ Continued the migration of state agency WAN connectivity from the legacy ATM and Frame Relay data network to MPLS based services
- ❖ Provided local calling access and long distance services to state government and institution users in the Jackson-Metropolitan area and across the state through PBX/KTS trunking, business lines, and Centrex services
- ❖ Continued the migration of business lines to Centrex services across the state providing enhanced features at a reduced cost to our customers
- ❖ Provided technical support and/or project management services for all Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management renovation and new construction projects
- ❖ Developed policies, procedures, and long-range plans to ensure compatibility of telecommunications systems and services within state government
- ❖ Researched and evaluated convergence (integration of voice and data communication applications) technologies to ensure that the most efficient, technically sound and economical telecommunications services are offered to the ITS customer base
- ❖ Enhanced the new MySoft telecommunications management system for on-line service requests, electronic customer billing, and inventory management
- ❖ Published a state government telephone directory, which includes a statewide listing of state employee extensions and state agency information, and is accessible via the Internet
- ❖ Analyzed agency inter-exchange and local exchange carrier bills outside of approved state contracts and migrated these services to ITS billing, resulting in major cost savings for the state
- ❖ Installed and supported LAN, voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan area
- ❖ Maintained a statewide calling card program, which reduces the long distance rate and the surcharge applied to calling card calls
- ❖ Provided dedicated Wide Area Network (WAN) access to statewide data resources running at the State Data Center to support agency-distributed applications
- ❖ Maintained contracts for telecommunications services and products to support local access, the statewide backbone, and Internet access
- ❖ Implemented and managed the Capitol Complex Campus Area Network (CAN), which provides agency-to-agency, Internet, and State Data Center connectivity to agencies in the Capitol Complex

ITS 2008 ANNUAL REPORT

Mississippi.gov

Mississippi.gov, the official website of the State of Mississippi, serves as the entryway to E-Government in Mississippi for citizens, businesses, and state employees. Mississippi.gov features links to all state government web sites, some local government web sites, and some non-government web sites arranged in an intention-based approach. Activities for Fiscal Year 2008 include:

- ❖ Upgraded and enhanced the Websphere Application infrastructure
- ❖ Developed the following applications for Mississippi.gov:
 - ◆ Board of Funeral Services License Verification Application
 - ◆ Board of Pharmacy License Verification Application
 - ◆ Board of Nursing Home Administrators License Verification Application
 - ◆ Engineers and Surveyors License Renewal Application
 - ◆ Department of Banking and Consumer Finance FDIC Reporting Application
 - ◆ Department of Health Professional License Renewal Application
 - ◆ Department of Mental Health Centralized Data Repository
 - ◆ Certified Public Accountancy Candidate Tracking Application
 - ◆ Department of Education School Accreditation Application
 - ◆ Department of Education Special Education Part C-B Application
 - ◆ MS Board of Examiners for Social Workers and Marriage & Family Therapists License Verification Application
 - ◆ MS Board of Examiners for Social Workers and Marriage & Family Therapists License Renewal Application
- ❖ Applications currently being developed for Mississippi.gov:
 - ◆ Department of Public Safety Redesign of Mississippi Sex Offender Application
 - ◆ Department of Banking and Consumer Finance Banking and Consumer Examination Application
 - ◆ Department of Banking and Consumer Finance Banking Licensing Application
 - ◆ Department of Banking and Consumer Finance Mortgage Lender Licensing Online Payment Interface
- ❖ Planned development activities:
 - ◆ Department of Banking and Consumer Finance Consumer License Renewals
 - ◆ Real Estate Commission License Renewal and replacement of all back-end processing systems
 - ◆ Engineers and Surveyors Certificate of Authorization License Renewal Application
 - ◆ Board of Massage Therapy License Renewal Application

ITS 2008 ANNUAL REPORT

Summary Statistics

Data Services (DS)

- ❖ Provided computing services to approximately 131 state agencies and several private entities that access public records
- ❖ Processed approximately 4,200 batch jobs/day and 2.6 million online transactions/day
- ❖ Hosted 58 websites, 47 Windows root sites and 29 E-Government applications
- ❖ Relayed approximately 150,000 emails/day and filtered 20,000 email accounts for viruses and SPAM
- ❖ Blocking 11 million spam emails per day

Education Services (ES)

- ❖ Offered 193 classes to 1,640 students
- ❖ Trained students representing 68 state agencies, 5 universities, 3 community colleges, and 11 governing authorities
- ❖ Provided online training to 703 students

Information Systems Services (ISS)

- ❖ Provided 31,921 hours of technology services for customer projects
- ❖ Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ State Project Manager, Quality Assurance, Application Test Coordinator, and other roles for large vendor projects for customer agencies
 - ◆ Project Managers for technology procurements
 - ◆ Technical Managers/Team Leaders for technology projects
 - ◆ Staff augmentation, filling leadership roles in state agency IT organizations
 - ◆ LAN Management for internal and external customer networks
 - ◆ Web-enabled application analysis, design, development, testing, and deployment, including key roles in E-Government initiatives
- ❖ Produced the following Competitive Procurements:
 - ◆ Developed and advertised 23 RFPs
 - ◆ Developed and sent to vendors 59 Letters of Configuration (LOC) for the purchase of technology products and services
 - ◆ Produced 575 CP-1 Approval Documents for the purchase of technology products and services, representing \$321,271,217 of purchase authority
- ❖ Produced and supported the following multi-use bids:

ITS 2008 ANNUAL REPORT

- ◆ EPLs – Published 16 categories and administered five interactive EPLs, with \$82,738,902 of reported purchases
- ◆ RFPs – Administered 11 categories of General and Special RFPs, with purchases of \$26,286,754
- ◆ Administered the Statewide Cellular Master Agreement for purchases by state agencies, IHLs, and local governments, with over \$2 million in expenditures by these public entities
- ❖ Processed 227 technology contracts and contract amendments
- ❖ Approved purchases and awards to approximately 273 technology vendors

Strategic Services (SS)

- ❖ Assisted 58 agencies with their long-range technology plans
- ❖ Managed content modifications for the Mississippi.gov portal
- ❖ Managed and staffed the Mississippi.gov help desk, answering an average of 125 citizen inquiries per month
- ❖ E-Rate (For more information on E-Rate, see the *2008-2009 State of Mississippi Technology Infrastructure and Architecture Plan*. The *Infrastructure and Architecture Plan* may be downloaded from the ITS website at www.its.ms.gov by using the “Publications” channel.)
 - ◆ Applied for a 52% E-Rate discount on Internet access and on the ATM/Frame Relay Statewide Backbone Network
 - ◆ Posted Form 470s (Required by the Schools and Libraries Division [SLD] to establish an E-Rate eligible contract) and issued RFPs to establish E-Rate eligible master contracts
 - ◆ Worked closely with the Mississippi Department of Education (MDE), the Mississippi Library Commission (MLC), and service providers to give technical assistance to all E-Rate applicants
 - ◆ Participated in the weekly State E-Rate Coordinating Alliance conference calls including participants from Schools and Libraries Division, Federal Communications Commission, National Exchange Carriers Association, Universal Service Administrative Company, and approximately 41 states and 89 state E-Rate coordinators
 - ◆ Assisted all Mississippi E-Rate eligible entities, including schools and libraries, in receiving \$352,500,000 in E-Rate funding since 1998
- ❖ Managed the implementation project for the GIS Clearinghouse and Portal

Telecommunications Services (TS)

- ❖ Supported 18,052 telephone lines statewide
- ❖ Processed 17,796,160 minutes of long distance usage
- ❖ Supported 430 toll free numbers totaling 14,493,576 minutes of usage
- ❖ Processed 35,855 calling card calls totaling 153,623 minutes of usage

ITS 2008 ANNUAL REPORT

- ❖ Supported 3,586 voice mail boxes for customers in the Capitol Complex
- ❖ Provided 3,865 installation and programming hours to customers
- ❖ Maintained an industry standard P.01 grade of service or one call block for every 100 call attempts for each telephone switch and Centrex facility managed by ITS
- ❖ Supported 35 agencies on Capitol Complex/Education & Research Center Campus Area Network
- ❖ Installed 996 WAN Sites
- ❖ Provided 99.99% of telecommunications system availability
- ❖ Provided 99.99% of Internet availability

Mississippi.gov

- ❖ Averaged 14,000 visits each day
- ❖ Mississippi.gov applications
 - ◆ More than 48,000 Mississippi sportsmen renewed their hunting and fishing licenses or boat registrations electronically using the Department of Wildlife, Fisheries, and Parks' online applications
 - ◆ The Department of Public Safety's Online Drivers' License renewal application averaged more than 4,600 renewals each month
 - ◆ More than 52,000 students applied for Financial Aid using the Institutions of Higher Learning's online application
 - ◆ Over 36,000 transactions took place using the Secretary of State's online applications (UCC Filing, Certificate of Existence, Public Land, and Certificate of Fact)
 - ◆ Approximately 7,350 physicians renewed their professional licenses using the Board of Medical Licensure's online renewal application
 - ◆ Nearly 8,760 registered nurses renewed their professional licenses using the Board of Nursing's online renewal application
 - ◆ More than 4,046 health related professionals renewed their licenses using the Department of Health's online licensing system
 - ◆ Supported more than 273,500 electronic transactions overall

Organizations, Councils, Services, and Committees

American Academy of Certified Public Managers (AACPM) and the Mississippi Society of Certified Public Managers (MSCPM)

ITS is committed to both our employees and our customers to provide continuing education to our staff. This commitment is pertinent to both the technical aspects of the responsibilities of ITS, as well as the managerial requirements. As one means of providing and encouraging continuing managerial development of those staff who are in supervisory or managerial roles, ITS is a strong supporter and participant in the State's Certified Public Manager (CPM) Program administered by the State Personnel Board.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is the state society arm of the AACPM. ITS has a strong representation in the MSCPM and uses the society's programs to provide additional continuing managerial education.

The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states.

Association of Information Technology Professionals (AITP)

The Jackson AITP Chapter, active since the 1950s, now consists of over fifty members of varied backgrounds, from college professors to attorneys. The purpose of the Jackson Chapter is to contribute to the professional benefit of the members and their employers, and also to benefit the information technology industry, both business and educational, in our local community. In the community, the Jackson Chapter currently sponsors three student AITP chapters (Ole Miss, Mississippi State, and Delta State University) and serves as an important bridge between the academic and business sectors for these students. The Jackson AITP Chapter has been awarded the Chapter Outstanding Performance Award (COPA) many times and has claimed the Most Outstanding Chapter Award in Region 3.

Building Industry Consulting Services International (BICSI)

BICSI is a professional association supporting the information transport systems industry with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 24,000 information transport systems professionals, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications and professional registration programs, BICSI staff and volunteers assist information transport systems professionals in delivering critical products and services, and offer opportunities for continual improvement and enhanced professional stature.

Council for Education Technology

The Council for Education Technology (CET) was created by Senate Bill 3350 in 1994 to establish an advisory group to participate in the development of a statewide, shared network for educational and other state entities. During the 2004 session, the Legislature passed House Bill

ITS 2008 ANNUAL REPORT

1178, which revised the membership, duties, and responsibilities of the CET. The CET serves as an advisory group attached to the ITS Board and the State Board of Education.

Gartner Group Services

ITS subscribes to these services from a leading supplier of tactical and strategic analysis and data on the information technology industry. Services provided include research, advisory and planning services, consulting services, research products, audio teleconferences on technological topics, and availability of a research staff for specific topical advice. Research materials provide a brief analysis of companies, technologies, planning issues, and other information available on the Internet.

Coordinating Council for Remote Sensing and Geographic Information Systems (GIS)

The 2003 Mississippi Legislature passed House Bill 861, which created the Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (Coordinating Council). The Coordinating Council is responsible for the coordination of Remote Sensing and GIS activities and the establishment and enforcement of standards that will make it easier for users to share data and to facilitate cost-sharing arrangements to reduce data acquisition costs. The Coordinating Council provides direction to ITS for the development and maintenance of the GIS data warehouse. The Coordinating Council also provides oversight to the Mississippi Department of Environmental Quality (DEQ) for the management, procurement, development, and maintenance of the Mississippi Digital Earth Model (MDEM) which includes seven core data layers of a digital land base computer model of the State of Mississippi.

Gulf Coast Health Information Technology Task Force (GCTF)

The GCTF is a collaborative interstate initiative that advises participating Governors on the long-term development of interstate healthcare information exchange requirements, identifies obstacles to the implementation of interstate healthcare information exchange, and provides recommendations to remove or minimize those obstacles for an interoperable network that could be used during disasters and for day-to-day operational use. The GCTF is composed of Governors' appointees representing Alabama, Louisiana, Texas, and Mississippi, including the ITS Executive Director.

Health Information Infrastructure Task Force

In March 2007, through Executive Order 979, Governor Haley Barbour established the Mississippi Health Information Infrastructure Task Force for the purpose of improving the quality and safety of healthcare delivery by means of the expedited adoption and implementation of Health Information Technology (HIT) and Health Information Exchange (HIE) across the state. The Executive Order directs a 20-member task force to review issues surrounding the creation of a statewide and interstate HIT infrastructure and to present its recommendations to the Governor within two years. The ITS Executive Director is a Task Force member.

ITS 2008 ANNUAL REPORT

Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA)

The Mississippi Association of Governmental Purchasing and Property Agents bring together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of the national purchasing association, the National Institute of Governmental Purchasing, Inc. (NIGP). ITS employees are very involved in the local and national organization by previously or currently serving as officers and committee chairs.

Mississippi Association of Personnel Administrators (MAPA)

The Mississippi Association of Personnel Administrators provides a means for the improvement of public personnel administration through networking, sharing information, and providing professional, educational and development opportunities. The membership is composed of individuals in state, county, or municipal government with responsibilities for personnel, payroll, and/or training functions. ITS employees have served as officers and board members over the past few years and are active in both the quarterly meetings and the annual conference.

Mississippi Telecommunications Management Association (MTMA)

Agency staff participates in MTMA on a monthly basis. MTMA is a nonprofit organization that enhances and develops the telecommunications management function by providing a forum where major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their organizations. Membership is comprised of Mississippi-based organizations that are users of telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

National Association of State Chief Information Officers (NASCIO)

Agency staff participates actively in NASCIO, which represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost.

National Property Management Association, Inc. (NPMA)

The NPMA is the largest association of asset management professionals in the United States. The NPMA is dedicated to building leadership through education, training, and by promoting standards of competency and ethical behavior. The association provides a broad range of educational products, regional and national seminars, publications, and forums for the exchange of ideas. Certification in asset management is offered at three levels and is tailored for asset management professionals in all aspects of the profession.

ITS 2008 ANNUAL REPORT

SHARE

SHARE Inc. is a non-profit, voluntary organization. SHARE's mission is to improve the effectiveness of members' information systems by providing education, promoting mutual support, and by influencing information technology strategies, products, and services. SHARE has been in existence as an organization since 1955. Since then, SHARE has become synonymous with high-quality, user-driven education and resources to make enterprise computing specialists more effective professionals. SHARE now counts more than 2,000 of the top enterprise computing organizations among its membership ranks. These organizations include many of the top international corporations (including the majority of the FORTUNE 500), universities and colleges, municipal through federal government organizations, and industry-leading consultants.

As technology evolves at a lightning-fast pace, SHARE's objectives and purpose remain: to be an independent, volunteer run association, providing information technology professionals with user-focused education, professional networking, and a forum to influence the information technology industry; to enable people in information technology environments to achieve business results; and to be an indispensable partner with our members and the community where users and technology meet to shape the future of information technology.

National Association of State Technology Directors (NASTD)

Agency staff actively participates in the NASTD, which consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the E-Government Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated in several other committees and Special Interest Groups including: the Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participates in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

Wireless Communication Commission (WCC)

Interoperability in wireless communications is generally defined as the ability to communicate on demand and in real time, across multiple agencies and local jurisdictions, exchanging voice and/or data when needed and as authorized. Mississippi is dedicated to establishing this type of communication on a statewide basis. This lack of communication is a nationwide problem highlighted by the tragedies of recent years, from the events of September 11th to the disasters of Hurricanes Katrina and Rita. The lack of a common communications system hampered the response to these events.

Senate Bill 2514, passed during the 2005 Legislative Session, created the Mississippi Wireless Communication Commission (WCC) and Legislative Advisory Board. The WCC, comprised of representatives of state and local governmental entities, is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The legislation states that the WCC, in conjunction with ITS, shall have the sole responsibility to promulgate rules and regulations governing the operations of wireless communications systems.

ITS 2008 ANNUAL REPORT

Travel

2008 Board Meeting Expenses

<i>Board Member</i>	<i>Per Diem</i>	<i>Travel Expenses</i>
STEPHEN ADAMEC	\$400.00	\$2,189.86
DEREK GIBBS	\$320.00	\$117.60
JOHN HAIRSTON	\$200.00	\$646.43
CECIL WATKINS	\$440.00	\$1,726.40
THOMAS WICKER	\$400.00	\$2,111.30
<i>In-State Sub-Total – (Board)</i>	\$1,760.00	\$6,791.59

2008 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Cost</i>
LYNN AINSWORTH	HATTIESBURG, MS	\$61.96
CRAIG ORGERON	JACKSON, MS	\$50.00
CHERYL CRAWFORD	BILOXI, MS	\$872.66
PAULA CONN	BATESVILLE, MS	\$157.14
JEFF JENNINGS	RAYMOND, MS	\$33.95
SUSAN MCCLAIN	LONG BEACH, MS	\$1,660.00
GINGER BRELAND	VICKSBURG, MS	\$45.59
DEBRA SPELL	NATCHEZ, MS	\$574.04
GARY RAWSON	TUNICA, MS	\$255.59
HEATH PREJEAN	GULFPORT, MS	\$372.12
CHERYL YELVERTON	STARKVILLE, MS	\$141.62
JANE WOOSLEY	BILOXI, MS	\$490.44
CHERRY TUCKER	LOUISVILLE, MS	\$97.00
LORI RUTLAND	TUNICA, MS	\$275.76
LYNN AINSWORTH	STARKVILLE, MS	\$250.26
JEFF JENNINGS	LORMAN, MS	\$246.60
PAULA CONN	LONG BEACH, MS	\$198.85
DEBORAH BREAZEALE	BILOXI, MS	\$126.13
CHRISTOPHER NIX	NEWTON, MS	\$63.63
KAREN NEWMAN	LONG BEACH, MS	\$1,608.23
GINGER BRELAND	RAYMOND, MS	\$18.43
MICHAEL HATCH	CLEVELAND, MS	\$119.31
GARY RAWSON	GULFPORT, MS	\$922.90
JIMMY WEBSTER	BILOXI, MS	\$1,155.00
CRAIG ORGERON	TUPELO, MS	\$348.85
JOSEPH ROACH	HATTIESBURG, MS	\$108.07
PATSY PORTERFIELD	BILOXI, MS	\$315.08

ITS 2008 ANNUAL REPORT

2008 In-State Travel

<i>Employee</i>	<i>Destination</i>	<i>Cost</i>
JANE WOOSLEY	TUNICA, MS	\$278.10
JEFF JENNINGS	CLEVELAND, MS	\$82.18
PAULA CONN	TUNICA, MS	\$313.51
SUE GREEN	NATCHEZ, MS	\$544.21
RHONDA ALLEN	BILOXI, MS	\$469.25
MICHELE BLOCKER	BILOXI, MS	\$505.84
CHARLES CASE	JACKSON & SURROUNDING AREA	\$80.30
CLAUDE JOHNSON	CLEVELAND, MS	\$42.18
JEFF JENNINGS	COLLINS, MS	\$70.70
ANTHONY HARDAWAY	TUNICA, MS	\$385.17
LESLIE SWILLEY	BILOXI, MS	\$309.81
GALE TERRY	JACKSON & SURROUNDING AREA	\$517.02
GARY RAWSON	BILOXI, MS	\$514.84
GREG WILKINS	JACKSON & SURROUNDING AREA	\$1,358.88
CONSTANCE SMITH	BILOXI, MS	\$140.74
PAUL PARRISH	JACKSON & SURROUNDING AREA	\$646.51
HEATH PREJEAN	BILOXI, MS	\$354.33
GINGER BRELAND	TUNICA, MS	\$455.70
KEVIN GRAY	BILOXI, MS	\$116.00
JOHN W. MARTIN	BILOXI, M S	\$377.81
LYNNE MORGAN	TUNICA, MS	\$620.08
GLENN HINKLE	BILOXI, MS	\$172.67
MARK CATCHOT	JACKSON & SURROUNDING AREA	\$123.68
SUSAN MCCLAIN	BILOXI, MS	\$150.11
POLLY MOON	STARKVILLE, MS	\$135.80
MARILYN COX	TUNICA, MS	\$412.81
TAYLOR LEWING	YAZOO CITY, MS	\$109.13
DEBRA SPELL	JACKSON & SURROUNDING AREA	\$20.20
JIMMY WEBSTER	GULFPORT, MS	\$717.26
CHERRY TUCKER	VICKSBURG, MS	\$43.65
PAULA CONN	BILOXI, MS	\$876.75
JEFF JENNINGS	WOOLMARKET, MS	\$166.65
WILLIAM HARVISON	JACKSON & SURROUNDING AREA	\$139.69
CHERRY TUCKER	TUNICA, MS	\$253.11
JEFF JENNINGS	NEW ALBANY, MS	\$213.40
<i>In-State Sub-Total – (Employee)</i>		\$22,287.28

<i>Total In-State Travel</i>		\$29,078.87
------------------------------	--	-------------

ITS 2008 ANNUAL REPORT

2008 Out-of-State Travel

<i>Employee</i>	<i>Purpose</i>	<i>Cost</i>
JEREMY PARSONS	TRAINING – 6.7.1 ADMIN BOOTCAMP	\$1,875.93
JESSIE CHEEKS	COMPCO TRAINING	\$810.15
DANIEL MCKNATT	TRAINING – WORKSITE MP5 SYSTEM ENGINEERING	\$1,686.70
SUSAN MCMICHAEL	JAVA TRAINING	\$1,080.48
JEREMY PARSONS	TRAINING – INTERWOVEN 6.7.1 ADMINISTRATION	\$374.00
CRAIG ORGERON	NASCIO CONFERENCE	\$233.27
LAWRENCE MCCALED	DISASTER RECOVERY TESTING	\$1,042.69
KAREN NEWMAN	SAP CONFERENCE	\$342.40
MICHAEL HATCH	LDRPS 10 ACCELERATED PLANNERS ADMIN	\$1,099.00
CLAUDE JOHNSON	GARTNER SUMMIT	\$128.80
DEBORAH BRITT	COMPCO USERS' CONFERENCE	\$1,257.43
MICHAEL HATCH	DISASTER RECOVERY AND CONTINUITY PLANNING	\$836.23
ROGER GRAVES	NASTD SOUTHERN REGION SUMMER CONFERENCE	\$752.15
KENT TOLBERT	INAAU CONFERENCE	\$2,032.22
GALE TERRY	ISAC CONFERENCE	\$324.15
JIMMY WEBSTER	E-RATE & NETWORK MEETING	\$258.19
MICHAEL CHANDLER	COMPCO TRAINING	\$488.69
DENNIS BLEDSOE	INAAU CONFERENCE	\$2,018.52
GARY RAWSON	USAC FALL TRAINING	\$1,476.47
STEVEN WALKER	NASTD CONFERENCE	\$1,452.69
CLAUDE JOHNSON	GARTNER BUSINESS CONTINUITY SUMMIT	\$635.63
CHERYL CRAWFORD	NSGIC CONFERENCE	\$1,171.08
WILLIAM HO	COMPCO TRAINING	\$518.35
CHERYL CRAWFORD	MEETING REGARDING DATA SHARING	\$519.38
KELLY CATCHOT	DISASTER RECOVERY TESTING	\$1,540.38
GERALD GRANT	LOTUSPHERE 2008 CONFERENCE	\$1,105.71
DEBORAH BRITT	NASTD SOUTHERN REGION SUMMER CONFERENCE	\$928.62
LORI RUTLAND	NASTD SOUTHERN REGION SUMMER CONFERENCE	\$745.07
DAWON RHODES	TRAINING – UNICENTER SERVICE DESK	\$1,386.34
SUSAN MCCLAIN	MINDLEADERS INTER USERS' CONFERENCE	\$549.56
DEBRA BROWN	NASTD SOUTHERN REGION WINTER SIMINAR	\$1,235.30
RICHARD MCLENDON	WEBSPIRE BOOTCAMP	\$1,274.08
STEPHEN PATTERSON	UNICENTER SERVICE DESK	\$1,106.71
DANIEL MCKNATT	MP5 SYS ENGINEER CLASS	\$572.00
GARY RAWSON	PROGRAM	\$1,721.92
ROGER GRAVES	NASTD CONFERENCE	\$630.05
RICHARD MCLENDON	DISASTER RECOVERY TESTING	\$1,091.65

ITS 2008 ANNUAL REPORT

2008 Out-of-State Travel

<i>Employee</i>	<i>Purpose</i>	<i>Cost</i>
JEFFREY JENNINGS	BICSI CONFERENCE	\$1,512.56
JIMMY WEBSTER	PROGRAM	\$1,684.74
LISA KUYRKENDALL	COMPCO USERS' CONFERENCE	\$633.78
JEREMY PARSONS	DISASTER RECOVERY TESTING	\$1,125.90
DAVID LITCLITER	NASCIO ANNUAL CONFERENCE	\$178.80
JIMMY WEBSTER	NASTD CONFERENCE	\$680.97
JESSIE CHEEKS	MPOWER TRAINING	\$915.15
DAVID LITCLITER	SITE VISIT TO MOTOROLA FOR WCC	\$158.46
KAREN NEWMAN	MINDLEADERS INTER USERS' CONFERENCE	\$632.47
CRAIG ORGERON	HARVARD KSG EE PROFESSIONAL DEV. PROGRAM	\$1,233.51
KAREN NEWMAN	NASCIO ANNUAL CONFERENCE	\$344.09
GALE TERRY	NASTD CONFERENCE	\$1,486.08
WILLIAM HO	MPOWER TRAINING	\$1,212.27
LORI RUTLAND	NASTD CONFERENCE	\$633.70
DEBRA SPELL	GARTNER SYMPOSIUM	\$2,241.97
MELINDA SIMMONS	PMI LEADERSHIP CONFERENCE	\$553.49
CHERYL CRAWFORD	MGI STATUS MEETING	\$1,616.94
RICHARD MCLENDON	TRAINING – IBM TIVOLI	\$1,388.67
JESSIE CHEEKS	COMPCO USERS' CONFERENCE	\$1,055.82
MARVIN GIBSON	DB2 UDB WORKSHOP	\$1,307.85
STEVEN WALKER	ANNUAL CISCO USERS GROUP TRAINING	\$1,323.50
MITCHEL BOUNDS	GARTNER INFRASTRUCTURE MGT CONFERENCE	\$797.00
GARY RAWSON	SECA CONFERENCE	\$1,215.04
GREG NOHRA	ISAC CONFERENCE	\$304.73
DENNIS BLEDSOE	COMPCO USERS' CONFERENCE	\$730.80
<i>Total Out-Of-State Travel</i>		\$61,270.28

This page is intentionally left blank.

ITS Contact Information

301 N. Lamar Street, Suite 508
Jackson, MS 39201
(601) 359-1395
www.its.ms.gov
www.mississippi.gov

Executive Director:

David Litchliter
(601) 359-1395
David.Litchliter@its.ms.gov

Data Services:

Mitchell Bounds
(601) 359-2638
Mitchell.Bounds@its.ms.gov

Education Services:

Karen Newman
(601) 359-2629
Karen.Newman@its.ms.gov

Information Systems Services:

Martha Pemberton
(601) 359-2743
Martha.Pemberton@its.ms.gov

Internal Services:

Michele Blocker
(601) 359-5111
Michele.Blocker@its.ms.gov

Strategic Services:

Claude Johnson
(601) 359-2748
Claude.Johnson@its.ms.gov

Telecommunications Services:

Roger Graves
(601) 359-2892
Roger.Graves@its.ms.gov

This page is intentionally left blank

Department of Information Technology Services

David L. Litchliter, Executive Director

Robert G. Clark, Jr. Building
301 North Lamar Street • Suite 508
Jackson, Mississippi 39201-1495
Telephone (601) 359-1395
Fax (601) 354-6016
Website: www.its.ms.gov
State Portal: www.mississippi.gov